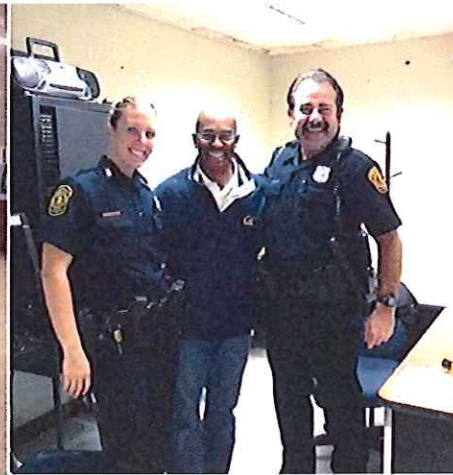


MANAGER'S MESSAGE

I want to express my thanks to everyone who served this city so well during Hurricane Sandy. We can consider ourselves lucky that we were not hit as hard as other areas. You all did a great job responding and keeping Norfolk safe.



Thank you also to all of those that worked in the shelters and the Emergency Operations Center. I understand that it is tough to be away from home and family during an emergency, so I appreciate your dedication and willingness to serve.

**ON THE AGENDA**

All City offices will be closed on November 12th in recognition of Veteran's Day. City offices will also be closed on November 22nd and 23rd for Thanksgiving.

The Freedom Marathon is coming to town on November 11th. This is the first full marathon in the City of Norfolk. Some of our own employees are participating in the different events so come cheer them on and take part in the excitement.

Passenger rail returns to Norfolk on December 12th! The first Amtrak train will leave Norfolk at 4:50am that morning and will arrive in Washington DC approximately 4 hours later. We are planning some celebrations to mark the occasion.

The next event from the Employee Engagement and Recognition Committee is a **Family Fun Skate** at the Scope on Sunday, December 16th from 2:00 to 4:00 pm. Bring your family and join us for ice skating, hot chocolate and more! More details to come. *Thank you all for coming to the Tailgate Picnic at Lakewood Park! Over 800 employees attended! Pictures are available at:* <http://intranet/employees/images/EmployeePhotoGallery/>.



Employee Engagement and Recognition Committee - FY 2013 First Quarterly Award Recipients

Congratulations to the first citywide quarterly award winners! Please help congratulate the winners on their outstanding service to the City. Winners received a bag of prizes including tickets to some local attractions. The next quarterly award nominations will be due on **December 28th** and decisions will be made in January. Award forms can be found at <http://intranet/employees/> or you can email eec@norfolk.gov to request a paper copy.

Saving the Green Award - Robert Carteris, Utilities

Congratulations to **Robert Carteris** for taking initiative to achieve cost savings!

Robert Carteris, the Utilities Manager of Budget and Accounting, was part of a team, including staff from Finance, Utilities, and the City Attorney's office, that completed the sale of Water Revenue Refunding Bonds, Series 2012 that refunded previously existing bonds from prior issuances. The refunding Bonds generated net present value savings of

\$39.3 million, a portion of which will be shared with the City of Virginia Beach based on a long-standing contract.

Robert with EER Chair
Amanda Lloyd



Spotlight Achiever Award - Darrell Leland, General Services

Congratulations to **Darrell Leland** for demonstrating outstanding career achievements!

Darrell Leland is honored for his unwavering devotion to his job and consideration of his co-workers. The night shop team can always count on his helping hand. Whenever he can save money and resources, he does so. Darrell has the respect of his peers, his character exemplifies integrity, his service record shows his accountability, he constantly strives to be innovative in his work finding new and proven ways to deliver quality repairs in a timely fashion to Solid Waste and their equipment, and undoubtedly has a proven community service track record.



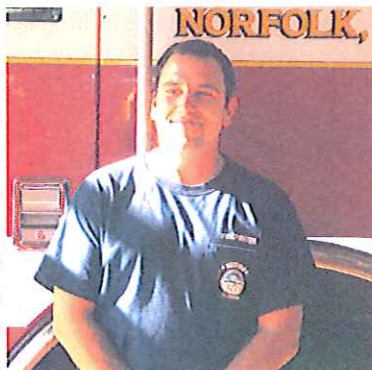
Darrell accepting his award

MERMAID Award - Jason Bridgers, Fire-Rescue

Congratulations to **Jason Bridgers** for demonstrating these behaviors— **M**-model customer service, **E**-ethics, **R**-respect, **M**-making contributions, **A**-awesome attitude, **I**-innovation, and **D**-dedication!

"Jason is one of the most dedicated fire fighters I've ever worked with. He's always a positive and true benefit when he arrives on scene. Whether it's three in the afternoon or three in the morning, Jason's attitude delivers nothing but respect to the citizens of Norfolk and all

his coworkers. As a member of the NFR Honor Guard, Jason regularly delivers a level of contribution, higher than most realize, with an attitude of selfless service that never waivers. He always has a positive attitude and a smile on his face."



Jason at Fire Station 14

Customer Service Award - Thomas King, Utilities

Congratulations to **Thomas King** for exemplifying the highest level of customer service and professionalism at all times!

Thomas King is known among Park Place residents as being caring, diligent and responsive. He consistently receives letters of commendation from residents in the community. One resident says, "It is good to approach a person overseeing construction who is very attentive, caring of the residents' well-being, and follows through with resolutions." His co-workers feel likewise: "He is one of our most diligent, conscientious inspectors". Thomas's ability to resolve construction issues proves to be highly effective in maintaining a cooperative working relationship with the community.



Thomas with Utilities Director
Kristen Lentz

For more information about the Committee, visit our website at <http://intranet/employees/>

Email eec@norfolk.gov or call 664-4031

HR Connection - News from the Department of Human Resources

Holiday Announcement

City Council has approved an additional half day of leave on December 24th, 2012 and a full day of leave on December 31st, 2012.

Happy
Holidays!

New Citywide Policies

The following citywide policies have been approved:

Tuition Assistance Policy
Political Activities Policy
Overtime Compensation Policy

These policies are available at:

<http://intranet/hr/Policies/default.asp>.

Supervisor's Leadership Academy

Do you want to be the best supervisor you can be? Attend an upcoming session of the Supervisor's Leadership Academy! Contact the Human Resources Department for more information.

- Gain the necessary knowledge, skills and behaviors to increase your effectiveness
- Gain knowledge on setting priorities, delegating, motivating and developing employees
- Learn how to value and celebrate differences and build better rapport with staff
- Gain the ability to recognize the roles and responsibilities of others
- Learn your personal supervisory style and use it more effectively
- Gain confidence in confronting performance issues
- Gain knowledge to better able you to accomplish goals through the work of others
- Have fun!



Healthcare Dependent Audit

Why are we conducting a Dependent Audit?

We need to make sure that only eligible dependents are covered under our Optima Health Plan so that our health care dollars are being spent effectively. By verifying your dependents, you ensure that the City of Norfolk can provide *affordable health care coverage* to all participants. Covering ineligible dependents increases the cost of health care coverage for both the City of Norfolk and all Plan participants.

Who is Mercer?

Mercer is a Human Resources and Benefits consulting firm that is conducting the dependent audit for our Optima Health Plan. All information must be sent directly to Mercer. Mercer can also answer any questions you have.

What do I need to do?

Employees will have already received the Dependent Eligibility Verification mailing from the City of Norfolk. During the verification period, all participants covering a dependent *will be required* to provide eligibility documentation for each of their covered dependents to Mercer. The Plan's eligibility requirements and a complete list of acceptable supporting documentation is included in this mailing. The deadline to send in documentation to Mercer is **November 27th, 2012**.

We understand this process requires your time and effort, and we thank you for your cooperation.

Flu Clinic

Upcoming dates:

November 15th, 10:00am to 3:00pm—
City Hall lobby

All Norfolk Employees can participate

Bring your insurance card and your employee ID

Optima Health Members: Free of charge

Members of another healthcare plan:
Free of charge, just bring your employee ID and insurance card

No health insurance: Free of charge, just register by sending an email to wellness.registration@norfolk.gov.

Stay healthy this flu season!